



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**TDS Metrocom, LLC**  
**for Filing Period 7/1/2010 to 9/30/2010**  
**Tracking Number 3616**

**Performance Data - Code Part 730**

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	10.00	11.90 *	9.10	10.33 *
B. Operator Answer Time - Information Section 730.510(a)(1)	10.00	11.90 *	9.10	10.33 *
C. Repair Office Answer Time Section 730.510(b)(1)	228.00 *	89.00 *	77.00 *	131.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	34.00	40.00	84.00 *	52.67
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	25.00% *	23.40% *	15.50% *	21.30% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.28	1.50	2.38	2.05
H. Percent Repeat Trouble Reports Section 730.545(c)	0.30 %	0.00 %	0.20 %	0.17 %
I. Percent of Installation Trouble Reports Section 730.545(f)	2.36 %	2.51 %	1.58 %	2.15 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$1,843.24	\$2,326.16	\$757.77	\$4,927.17
B. Number of credits issued for repairs - 24-48 hours	21	20	15	56
C. Number of credits issued for repairs - 48-72 hours	6	10	3	19
D. Number of credits issued for repairs - 72-96 hours	9	2	5	16
E. Number of credits issued for repairs - 96-120 hours	8	0	1	9
F. Number of credits issued for repairs > 120 hours	2	6	1	9
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	3	0	3
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0